

FOOD STAMP PROGRAM GUIDE

Special Notice

10-02

Subject	FOOD STAMP PROGRAM (FSP) WAIVER OF THE FACE-TO-FACE INTERVIEW
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Reference	All County Letter (ACL) No. 09-62 All County Letter (ACL) No. 08-32 Manual of Policies and Procedures (MPP) Section 63-300
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Purpose	The purpose of this special notice is to provide staff with implementation instructions on waiving the face-to-face interview requirement at the initial application and recertification for all Non-Assistance Food Stamp (NAFS) households. In lieu of the face-to-face interview, a telephone interview must be conducted and there is no need to document whether a hardship exists.
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Effective Date	February 1, 2010
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Background	Previously, the Food Stamp Program (FSP) required a face-to-face interview for all applicants at the initial application except for elderly/disabled households or due to hardship as explained in FSPG 63-115.4 .
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The United States Department of Agriculture, Food and Nutrition Service (FNS), approved the California Department of Social Services (CDSS) request to waive face-to-face interviews for four years, effective June 1, 2009, and expiring May 31, 2013.

Countywide Implementation of the Face-to-Face Interview Waiver	<p>To increase access and participation in the FSP, the face-to-face interview may be waived for all Non-Assistance Food Stamps (NAFS) households at the initial application and recertification.</p> <p>Beginning February 1, 2010, workers will conduct a telephone interview in place of a face-to-face interview as explained in the following pages.</p>
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Subject	FOOD STAMP WAIVER OF THE FACE-TO-FACE INTERVIEW AND NON-ASSISTANCE FOOD STAMP HOUSEHOLD RECERTIFICATION FORM, FS 27
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**NAFS
Households**

The worker will conduct a telephone interview in place of a face-to-face interview for all NAFS households. However, a face-to-face interview must still be conducted in the following circumstances:

- ◆ When the client is in the office submitting an application and wishes to complete the interview, or
 - ◆ When the client does not have a telephone, or
 - ◆ When requested by the household or the household's authorized representative, or
 - ◆ When the worker determines it is necessary to verify conditions of eligibility, or
 - ◆ At recertification when the household has not yet complied with Statewide Fingerprint Imaging System (SFIS) requirements.
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**PAFS
Households**

For Public Assistance Food Stamp (PAFS) households, a face-to-face interview may still be required by the other program. Therefore, the FSP initial application and recertification interview will be conducted in conjunction with the other program's interview.

**Forms:
NAFS
Households
Initial Application**

When certifying NAFS households at initial application via a telephone interview, workers will use the following forms:

- ◆ [DFA 285 A1](#), Application for Food Stamp Benefits
- ◆ [DFA 285 A2](#), Statement of Facts
- ◆ [DFA 285 A3 QR](#), Your Rights and Responsibilities
- ◆ [FS 23 QR](#), How to Report Household Changes

For intake appointments, the worker may use the **CSC 56**, Food Stamp Telephone Intake Appointment Letter.

Note: A complete list of forms required for application and recertification packets may be found in [FSPG 63-103.3](#).

Forms:
NAFS Quarterly
Reporting (QR)
Households
Recertification

The worker will send the following forms the month prior to the end of the certification period for NAFS QR households:

- ◆ [FS 27](#), NAFS Household Recertification Form
- ◆ [DFA 285 A3 QR](#), Your Rights and Responsibilities
- ◆ [FS 23 QR](#), How to Report Household Changes
- ◆ [FS 29](#), Food Stamp Recertification Appointment Letter

The **FS 27** form will be used **in conjunction with the fourth QR 7** to recertify all NAFS QR households whether the household is being recertified face-to-face or by telephone. The **FS 27** is available in both English and Spanish and has been uploaded to iWAY for use.

Note: A complete list of forms required for application and recertification packets may be found in [FSPG 63-103.3](#).

Forms:
NAFS Change
Reporting (CR)
Households
Recertification

The worker will send the following forms the month prior to the end of the certification period for NAFS CR households:

- ◆ [DFA 285 A1](#), Application for Food Stamp Benefits
- ◆ [DFA 285 A2](#), Statement of Facts
- ◆ [DFA 285 A3 QR](#), Your Rights and Responsibilities
- ◆ [FS 23 QR](#), How to Report Household Changes
- ◆ [FS 29](#), Food Stamp Recertification Appointment Letter

Note: A complete list of forms required for application and recertification packets may be found in [FSPG 63-103.3](#).

Forms:
PAFS/Mixed
QR Households
Initial Application
and
Recertification

There is no change in the forms used for the PAFS initial application and recertification processes. Categorically eligible and mixed households that are jointly processed will, to the extent possible, be evaluated for food stamps at the same time that their Public Assistance (PA) eligibility is determined.

Rights and
Responsibilities

Staff must continue to verbally inform households of their rights and responsibilities and explain QR 7 processes, timelines and penalties for noncompliance during the telephone interview. The **DFA 285 A3 QR** (Your Rights and Responsibilities), and the **FS 23 QR** (How to Report Household Changes) forms signed by the client, in addition to case comments are to be used as documentation.

Subject

FOOD STAMP WAIVER OF THE FACE-TO-FACE INTERVIEW AND NON-ASSISTANCE FOOD STAMP HOUSEHOLD RECERTIFICATION FORM, FS 27

**Human Services
Specialists
Actions and
Verifications at
Initial Application**

This special notice does not modify what information is required to be collected during the initial application process.

The worker will:

- ◆ Review the application provided, evaluate for Expedited Service (ES) and if no same-day intake interview is going to be completed, schedule the telephone interview accordingly.

Note: For ES eligible applicants who have mailed in their applications and have an active EBT card, a telephone interview can be completed. For these applicants who do not have an active EBT card, a face-to-face interview should be scheduled in order to pick up an EBT card and meet ES processing timelines.

When a mail-in application is received incomplete and must be returned to the client, do not count the following days as part of the ES processing time period:

- Days the application is in the mail to and from the household, and
 - Days the application is in the household's possession.
- ◆ Verify and review the forms and supporting documentation supplied by the household, and take the same actions during a telephone interview as during a face-to-face interview;
 - ◆ Collect all required verifications;
 - ◆ Offer assistance to the household in obtaining required verifications;
 - ◆ Document in CalWIN Case Comments whether the household has been interviewed in the office (face-to-face interview) or by telephone;
 - ◆ Inform households of their rights and responsibilities, explain QR 7 processes, timelines and penalties for noncompliance during the telephone interview and obtain signed copies of the application/recertification, and rights and responsibilities forms;
 - ◆ Document in Case Comments that the household's rights and responsibilities and QR 7 processes, timelines and penalties for noncompliance have been explained to the household;

NOTE: Households interviewed by telephone are not required to attend Group Orientation;

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**Human Services
Specialists
Actions and
Verifications at
Initial Application
(continued)**

- ◆ Make appropriate entries in CalWIN and enter case comment if face-to-face interview and SFIS have been waived (See Automation impact);
- ◆ Mail the Notice of Missed Interview (NOMI) when a household misses the telephone interview;

NOTE: Several attempts must be made to contact the client at the telephone number provided and the attempts must be documented in case comments;

- ◆ Request and review data matches including IEVS/PVS, the New Hire Registry Reports and SDLaw timely; and
 - ◆ Make an appropriate fraud referral when information provided is suspect and the worker has attempted and is unable to resolve the inconsistent or conflicting information.
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**Human Services
Specialists
Actions and
Verifications at
Recertification**

This special notice does not modify what information is required to be collected during the recertification process.

The worker will:

- ◆ Mail the QR 377.2 Food Stamp Notice of Expiration of Certification (NEC) 45 days prior to the end of the certification period;
 - ◆ Review if SFIS completed at intake. If not, must send CSF 55 (see client correspondence impact) with RRR packet;
 - ◆ Send the RRR packet and FS 29 appointment letter 45 days prior to the end of the certification period;
 - ◆ Ensure that the QR 7 is produced in CalWIN and sent to client;
 - ◆ Verify and review the forms and supporting documentation supplied by the household, and take the same actions during a telephone interview as during a face-to-face interview;
 - ◆ Collect all required verifications;
 - ◆ Review if SFIS completed at intake. If not, must send CSF 55 (see client correspondence impact);
 - ◆ Offer assistance to the household in obtaining required verifications;
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**Human Services
Specialists
Actions and
Verifications at
Recertification
(Continued)**

- ◆ Document in CalWIN Case Comments whether the household has been interviewed in the office (face-to-face interview) or by telephone;
- ◆ Inform households of their rights and responsibilities, explain QR 7 processes, timelines and penalties for noncompliance during the telephone interview and obtain signed copies of the application/recertification, and rights and responsibilities forms;
- ◆ Document in Case Comments that the household's rights and responsibilities and QR 7 processes, timelines and penalties for noncompliance have been explained to the household;

NOTE: Households interviewed by telephone are not required to attend Group Orientation;

- ◆ Mail the Notice of Missed Interview (NOMI) when a household misses the telephone interview;

NOTE: Several attempts must be made to contact the client at the telephone number provided and the attempts must be documented in case comments;

- ◆ Continue to request and review IEVS/PVS and the New Hire Registry Reports timely; and
- ◆ Make an appropriate fraud referral when information provided is suspect and the worker has attempted and is unable to resolve the inconsistent or conflicting information.

**SFIS
Requirement**

Workers are reminded that SFIS requirements are also waived when the client does not attend a face-to-face interview.

The household will not be required to make a special trip into the office solely for the purpose of complying with Statewide Fingerprint Imaging System (SFIS) requirements.

Note: Staff should attempt to obtain the fingerprint and photo images when the household is in the office for any reason.

In cases where SFIS was waived at the initial application and has not been completed by the time the recertification is due, the household will be scheduled to attend a face-to-face recertification interview.

Forms Impact

All of the forms identified in this special notice are available in iWAY. Additional translated forms may be found in the [Other Languages Food Stamp State Forms](#) folder.

Note: A complete list of forms required for application and recertification packets may be found in [FSPG 63-103.3](#)

Imaging Impact

None

ACCESS Impact

Upon receipt of customer inquiries regarding the face-to-face waiver or how to apply for food stamps, ACCESS Agents will provide information in accordance with this special notice.

**Client
Correspondence
Impact**

The revised Notice of Expired Certification (NEC) QR 377.2 is currently auto-generated and mailed out in batch by CalWIN. The Recertification Appointment Letter (FS 29) is currently auto-generated by CalWIN, however staff will need to enter manual variables before printing. The Notice of Missed Interview (NOMI) DFA 386 is available to *manually* request in CalWIN and staff will need to enter manual variables.

The current CalWIN NOMI (DFA 386) can be modified for use by staff. Below is an example of the current CalWIN NOMI showing the added verbiage “via telephone interview”.

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**Client
Correspondence
Impact**
(Continued)

Note: When the phone interview is done at intake and the household hasn't completed the SFIS before the RRR due date, the RRR task group will request and send the CSF 55 referral letter to the client along with the face-to-face interview appointment letter FS29 and the RRR packet.

Statewide Fingerprint Imaging Systems (SFIS) Referral	
As a condition for eligibility for the programs listed below that you have applied for, fingerprint and photo images are needed for:	
First Name: [REDACTED]	Alien #: [REDACTED]
Last Name: [REDACTED]	Date of Birth: [REDACTED]
Middle Name: [REDACTED]	Sex: [REDACTED]
	CIN: [REDACTED]
Program(s): Food Stamps	
County Comments:	
SFIS Location:	
For SFIS Staff Only:	
<input type="checkbox"/> Fingerprint Imaging Complete	<input type="checkbox"/> Did Not Appear For Fingerprinting
<input type="checkbox"/> Refused/Failed to Cooperate	<input type="checkbox"/> Other (Exemption, etc.)
SFIS Comments: _____	

SFIS Staff Name: _____	
Signature: _____	Date: _____
CSF 55 - SFIS Referral (11/01)	

**Automation
Impact**

SFIS requirement:

When a face-to-face interview and SFIS have been waived at intake, staff will need to make the following SFIS entries in CalWIN:

1. Select the “**Permanent Exemption for SFIS**” status in the **Collect Finger Print Imaging Detail** window and enter “**Y**” in the Exempt from photo box.

CalWIN

File GoTo Simulation Web Links Window Help

Collect Finger Print Imaging Detail

Case Number: [redacted] Name: [redacted] Alerts... Programs

Status: Pending Status Date: 11/02/2009 Pending Alerts: 3 Archived? QR Cycle

Name: [redacted]

Response/Status	Capture Date	Resolution
Permanent SFIS Exemption	00/00/0000	

Effective Begin Date: 01/20/2010 Effective End Date: 00/00/0000

Response/Status: Permanent SFIS Exemption

Capture Date: [redacted] Photo Taken [Y/N]: [] Exempt from Photo [Y/N]: Y

Exempt Information: Right Left Temporary Permanent

Early Fraud Detection Information: Referred Date: [redacted] Is Discrepancy Resolved [Y/N]: [] Resolution: [redacted] Remarks: [redacted]

Postponement for Expedited Services [Y/N]: []

Date: [redacted] Postponement Reason: [redacted]

San Diego Inhua 01/20/2010 10:37 AM

2. Add the type Special Indicator ‘**Need SFIS review at RRR**’ in the **Collect Case Special Indicators** window and set the RRR due date in the “Effective End Date”.

CalWIN

File GoTo Simulation Web Links Window Help

Collect Case Special Indicators

Case Number: [redacted] Name: [redacted] Alerts... Programs

Status: Pending Status Date: 11/22/2010 Pending Alerts: 22 Archived? QR Cycle

Type of Special Indicator: Incorrect CWIN corrected Imaged Food Stamps Imaged Medi-Cal/HOS Need SFIS review at RRR

Effective Begin Date: 11/22/2010 Effective End Date: 12/31/2010

Type of Special Indicator: Need SFIS review at RRR

This is an example to set the RRR due date.

San Diego 021177 01/22/2010 08:35 AM

Note: When a client visits an office for any reason, check this screen to ensure that client has complied with SFIS requirements.

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**Automation
Impact**
(Continued)

When client complies with SFIS requirements, CalWIN must be changed from “**Permanent SFIS Exemption**” to “**SFIS Completed**”. Then select “**y**” on the photo taken box and **do not remove** the “Effective end date”. See screen shots below:

Response/Status	Capture Date	Resolution
Permanent SFIS Exemption	00/00/0000	
SFIS Completed	00/00/0000	

This is an example of RRR 12 mths due date. This date should not be removed even after client has complied with SFIS.

**Management
Report**

A report is being developed to identify cases needing SFIS review before RRR. Instructions on how to use will be provided when the report becomes available.

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**Quality
Assurance (QA)
Impact**

Quality Assurance will cite the appropriate error when the instructions in this special notice are not followed or are applied incorrectly.

**Assistant Deputy
Director**

(Original Signed 1/25/10)

Kim Forrester

Assistant Deputy Director

Administrative Support

Strategic Planning & Operational Support

TG